



Lead Bartender

SUMMARY:

The Lamplighter Lead Bartender is the person in charge during a given shift. They are responsible for all bartender and barback duties (pouring and serving beer and non-alcohol beverages, interacting with customers, taking orders, serving snacks, and maintaining an organized and clean taproom), and Lead Bartenders are also responsible for managing all taproom staff during a shift (bartenders, barbacks, growler counter lead, and door person) and upholding a tidy, professional, and friendly taproom environment. Lead bartenders should have an extensive knowledge of general beer and brewing, and a complete understanding of Lamplighter's history, operations, policies, and procedures.

RESPONSIBILITIES:

- Pouring beer and preparing and serving non-alcoholic beverages for taproom patrons
- Selling and preparing retail items, (e.g. growlers, squealers, apparel, glassware, etc.) during hours when retail counter is closed
- Interacting with customers, taking orders, serving snacks and drinks from the bar
- Assessing customers' needs and preferences and making drink recommendations
- Checking customers' identification and confirming that it meets legal drinking age
- Restocking and replenishing taproom inventory and supplies, including changing out kegs
- Restocking public bathrooms with sanitary supplies as necessary
- Providing an excellent guest experience
- Complying with all local and federal food, beverage, and hygiene regulations
- Attempting to limit problems related to customers' excessive drinking by following established procedures
- Processing transactions using the POS system
- Balancing cash register at the start and end of the day
- Ensuring that taproom and kitchen are clean at the beginning and end of the day, adhering to opening/closing checklists provided in taproom and kitchen
- Managing all bar staff (barbacks, bartenders, growler counter leads, and door person)
- Mediating confrontations, and making appropriate and informed decisions in the case of customer complaints
- Educating staff on new beers, events, and taproom policies and procedures
- Interacting with City Inspectors and officials if they enter the space

REQUIREMENTS:

- TIPS On-Premise Alcohol Certification
- Crowd Manager Certification
- Ability to keep the bar organized, stocked and clean
- Working knowledge of weekly beer offerings, and distinguishing characteristics of each brew
- Familiarity with various forms of customer identification and ability to spot counterfeit or suspicious identification
- Positive attitude and excellent communication and customer service skills
- Ability to lift 50 lbs
- Ability to be mobile and on feet for 8+ hour shifts
- At least 21 years old
- Ability to manage and communicate with taproom staff

*Prior experience as a Lamplighter bartender is necessary for this position

**No formal education is necessary for this position

Job Description Acknowledgement	
<input type="checkbox"/> I have read and understand the essential functions*** and requirements of this position. I understand that this is not to be considered as an exhaustive statement of duties, responsibilities or requirements and does not limit the assignment of additional duties for this position.	
Employee Signature	Date

*** Essential Function: Basic job duties that an employee must be able to perform, with or without reasonable accommodation.

The signed original copy of this receipt should be given to management - it will be filed in your personnel file.